

Competency Development Tips Designating a Competency Assessor

Competency is a critical part of staff performance. Assessing competency requires a specific skill set. Competency assessors must be skilled, knowledgeable, objective evaluators of performance. Assessors also provide feedback to staff and management regarding deficiencies and needed corrections to staff performance, facility training and competency programs.

Facilities should establish qualification criteria for Competency Assessors that include a mixture of experience and expertise. The tips listed below are suggestions that may help you in development of these criteria. These suggested criteria are not all encompassing. A cross functional team including department supervisors, managers, educators, and human resources should develop competence assessor criteria.

1. Education and Experience

- a. Position within the department (e.g., Lead, Tech II/Tech III, Supervisor, Manager, Educator etc.)
- b. Years of experience in area of competency
- c. Expertise with the equipment or process
- d. Secondary education certifications or degrees
- e. Completion of accredited assessor program

2. Skills

- a. Good record keeping
- b. Knowledge of facility policies and procedures
- c. Fair and knowledgeable approach to assessments
- d. Able to supply constructive feedback

3. Assessor training

- a. Manufacturer training on products/equipment
- b. Reading manufacturer's written IFUs
- c. Reading supporting documents for the products e.g., Technical Data Monographs, 510(k) clearance, Wall Charts, etc.
- d. Certification e.g., CRCST, CIS, CHL, CBSPD, or other applicable experience to the task, product, or equipment

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4. Tools to verify Assessor competence include but are not limited to:
 - a. Manufacturer's written Operator's Manual/IFUs
 - b. Manufacturer's Technical Data Monographs (TDM)
 - c. Manufacturer's Safety Data Sheets (SDS)
 - d. Manufacturer's 510(k) Clearances
 - e. Standards and Guidelines
 - f. Pass written tests
 - Example, key steps in:
 - Product Use
 - Equipment Operation
 - Equipment/Product Troubleshooting
 - Processes etc.
 - g. Demonstrate appropriate use of products and equipment based on manufacturer's written IFUs
 - h. Demonstrate knowledge of troubleshooting
 - i. Demonstrate knowledge of Professional Guidelines or Standards
 - j. Demonstrate knowledge of Facility Policy/Procedures, Work Instructions etc.
5. Consider setting up routine assessments and reconfirmation of the designated assessor to verify the assessor continues to meet all established criteria